



Consumer Issues: Gas

[Consumer Information](#) | [Annual Report](#)
[Pilot Programs](#)



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Peoples Gas/North Shore Gas

"Choices For You" Program

The Commission approved the "Choices For You" program in Dockets 01-0469 and 01-0470 <http://eweb.icc.state.il.us/e-docket/>. Customer Choice began as a pilot program in 1997.

Overview of the "Choices For You" Program

Beginning in May 2002, all residential customers and small business customers of Peoples Gas and North Shore Gas who use 50,000 therms or less in a year are eligible to participate in the Choices For You program. This is a voluntary program that gives customers an opportunity to choose their natural gas supplier, customers who do not want to participate simply do nothing and their current utility, Peoples or North Shore Gas, will continue to supply gas.

The number of residential customers able to sign up during the first year is limited – Peoples Gas (98,000), North Shore Gas (18,000). Enrollment is on a first-come, first-served basis.

During April and May, Peoples Gas and North Shore Gas are mailing information about the program to customers. Information is also available on the website at <http://www.pecorp.com/choice> or toll free at 866-556-6006.

The information includes a brochure and a list of suppliers. The brochure explains the program, how to make an informed decision, and answers questions about who to call regarding a problem or emergency, how to change suppliers, what happens if you move, billing and payment, and includes a list of questions to ask potential suppliers.

Recent legislation, Public Act 92-0529 signed February 8, 2002, requires alternative gas suppliers serving residential customers to obtain a certificate of service authority from the Commission.